

## eNews Alert



April 1, 2013

### Introducing the Partner Solutions Team!

In order to provide better customer service to lenders and other business partners, Minnesota Housing has formed a new team - the Partner Solutions Team (PST).

The team was developed to assist lenders and other business partners with a variety of functions, including general program questions and assistance with individual loan transactions. Over the longer term, the team will also be involved in components of lender training and other activities.

The Partner Solutions Team is made up of two experienced Minnesota Housing professionals, Cheryl Rice and Michael Nguyen, and a new addition to Minnesota Housing, Heidi Welch (formerly at Wells Fargo Home Mortgage).

The best way to reach the Partner Solutions Team is via a general email address: [mnhousing.solution@state.mn.us](mailto:mnhousing.solution@state.mn.us)

All team members will have access to this email box and will work to respond to inquiries within two (2) hours during the business day.

In addition, you can reach Partner Solutions Team and other Single Family staff members by calling the general Single Family phone numbers: 651-296-8215 or 800-710-8871 between 7:30 am and 5:00 pm on business days. Here is a guide to the revised menu options for lenders and other business partners:

Main Number (651-296-8215 or 800-710-8871)

- Option 4 - Lender/partner

- Option 1 - Home ownership
  - Sub-Option 1 - Minnesota Housing online commitment and funding system
  - Sub-Option 2 - Mortgage and down payment assistance loans
  - Sub-Option 3 - HOME HELP loans
  - Sub-Option 4 - Payoff/satisfaction
- Option 2 - Home improvement
  - Sub-Option 1 - Minnesota Housing online commitment and funding system
  - Sub-Option 2 - Fix-up Loan and Community Fix-up Loan
  - Sub-Option 3 - Rehab/Emergency
  - Sub-Option 4 - Payoff/satisfaction

- Option 3 - All other programs

**NOTE:** We will also be launching a new web site soon to better meet your needs. Make sure to like us on Facebook and follow us on Twitter for a preview and additional updates about the new site.

**Questions?**

Phone: 651.296.8215 or 800.710.8871

Email: [mnhousing.solution@state.mn.us](mailto:mnhousing.solution@state.mn.us)

Business days 7:30 am - 5:00 pm

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